The current FCC ruling for VoIP 9-1-1 compliance requires the end-user
to be able to update their ALI information several ways. One of those
ways includes having to be able to use the CPE.   While we entirely
agree that the end-user should be encouraged to update their ALI
information at will, as well as be able to do it easily, we feel that
allowing the customer to change it over the phone (ie via the CPE)
opens us up to lawsuits, and the customer up to having incorrect
ALI information.

Due to the nature of telephone it is possible that the ALI information may be
mis-understood, even after reading it back to the
end user. Additionally, even after reading it back and having the
user confirm the information is correct, there is no firm record that
the user really confirmed they heard the correct information.

Whereas, if a user has to go on-line to update their ALI information,
they (and only they) are responsible for entering and making sure
the information is correct. If a mistake happens during the on-line
ALI information submission, it can only be because the customer
typed it wrong. Further, by having it on-line, the ALI information
can be displayed back to the end-user, allowing them to validate
the information, and when they click "YES THIS IS CORRECT", that action
can be logged in a database, where as on a call there is no such button
and therefore, it is not as easy to verify that the end user actually
accepted the ALI information as being correct.